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2014-481-WS

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Jeffrey M. Nelson
Chief Counsel and Director of Legal Services

December 19, 2014

VIA U.S. MAIL

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

COPY
Posted: today
Dept: SA
Date: 12/30/14
Time: 4:03

RECEIVED

DEC 22 2014

**PSC SC
MAIL / DMS**

Re: Ken Bozeman, Complainant/Petitioner v. Carolina Water Service, Incorporated,
Defendant/Respondent

Dear Ms. Boyd:

Enclosed please find a complaint form, the South Carolina Office of Regulatory Staff ("ORS") received from Ken Bozeman on December 19, 2014. ORS is providing the Public Service Commission of South Carolina ("Commission") with the complaint form so that it may be added to the Docket Management System on the Commission's website as your office deems appropriate.

Please do not hesitate to contact me should you have any questions or concerns.

Respectfully Submitted,


Jeffrey M. Nelson

Enclosure

cc: Ken Bozeman (via U.S. Mail)
Joseph Melchers, Esquire (via U.S. Mail)

RECEIVED

DEC 30 2014

**PSC SC
MAIL / DMS**

Formal Complaint

- Failure sending mail.
- Could not send by email.

Date 12/17/2014

Complainant or Legal Representative Information: * Required Fields

Name Ken Bozeman
Firm (if applicable) B-2 Holdings zllc
Mailing Address 18 Morgan Pl Dr, Isle of Palms
City IOP State SC Zip 29451 Phone 843-886-5682
E-mail kbozeman@comcast.net

Name of Utility Involved in Complaint Carolina Water Services

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.)

- ☒ Billing Error/Adjustments
☐ Meter Issue
☐ Payment Arrangements
☐ Deposits and Credit Establishment
☐ Service Issue
☐ Disconnection of Service Water Quality
☒ Wrong Rate
☐ Line Extension Issue
☐ Refusal to Connect Service
☐ Other (be specific)

RECEIVED

DEC 30 2014

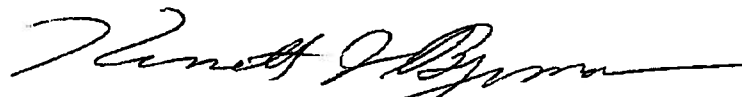
PSC SC
MAIL / DMSHave you contacted the Office of Regulatory Staff (ORS)? ☐ Yes ☐ No Name of ORS Contact Chad Campbell

Concise Statement of Facts/Complaint: (This section must be completed. Attach additional information to this page if necessary.)

Carolina Water has raised my collection fee from 3 SFEs to 9.4 SFEs even though my account is using only 14000 gallons of water per month. They are now wanting to collect \$1140.00 for past 6 months SFEs. My attorney wrote Elliott and Elliott on Sept. 30, 2013 to offer to settle this issue when the SFEs were raised to 3 per month. They did not bother to respond. Carolina Water also charged me for 3 SFEs from Oct. 2012 to Oct. 2013 when the restaurant was closed. I recently call their customer service to talk to someone about all of this and was put on hold for 27 minutes. Some service. How can a person deal with a company that will not respond? Thank you for your assistance. Ken Bozeman

Relief Requested: (This section must be completed. Attach additional information to this page if necessary.)

I want my account to be charged 1.5 SFEs which will be more than enough to cover the amount of sewage to be collected and and treated. I also want the \$1140.00 charge to be credited to my account.



**I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

☒ Yes ☐ No

County

Attachment to Complaint Form

Complete below only if your complaint involves AT&T.

Was your AT&T service activated after September 30, 2009?

☐ Yes

☐ No

Does your bill from AT&T include monthly charges for any of the following services?

- ☐ AT&T Internet Access Service (dial-up or DSL)
- ☐ AT&T Wireless Service
- ☐ AT&T U-verse Service
- ☐ Caller ID
- ☐ Complete Choice
- ☐ Preferred Pack
- ☐ Long distance service provided by any AT&T company

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Created & Maintained By Miles Riley Consultants, LLC

Would not go E-mail





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Rock Hill, South Carolina 29731

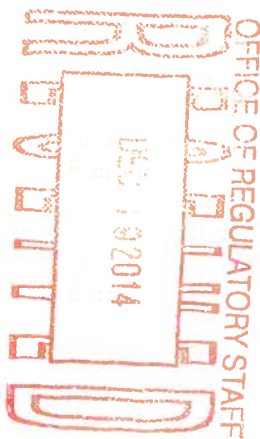
Con Srv

CHARLESTON SC 294

17 DEC 2014 PM 1 T



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